

# Complaint Resolution Process and YOU



## Who can submit complaints?

Custodial parties or noncustodial parents can file a complaint with the county Department of Child Support Services.

## How do I make a complaint?

- You may make a complaint orally or in writing.
- You should give the county your contact information, the case name and number, and the issue you want resolved.
- Your complaint may be about any county Department of Child Support Services or Franchise Tax Board action or inaction except for complaints about court orders, custody or visitation.
- You must make the complaint within 90 days of when you knew about the problem.
- The county Department of Child Support Services will have someone other than the case worker involved in the complaint investigate and try to resolve your complaint.
- If the complaint is out of that county's area, it will be sent to the right county within five days.

## When will I get a response?

- The county Department of Child Support Services must give you a written response to your complaint within 30 days of when they received your complaint.
- The investigator will tell the county Department of Child Support Services or Franchise Tax Board what they must do to resolve the issue.
- The county Department of Child Support Services will send a written notice to you with information on your rights to a State Hearing, if you are not satisfied with the county's response.

